

2000  
Consumer Satisfaction  
*for*  
**Scott Greening Center for Youth Dependency, Inc.**  
Community-based Services

Division of Alcohol and Drug Abuse  
Missouri Department of Mental Health



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*Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.*

August 2000

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

*Agency:* Scott Greening Center for Youth Dependency, Inc.

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# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

**Agency:** Scott Greening Center for Youth Dependency, Inc.

**Data:** Total Agency

### Demographics: Total Agency

		Total Served		Agency Survey Returns		
		State	Agency	Total Consumers Total Agency	Total Consumers Residential	Total Consumers Non-Residential
<b>SEX</b>	Male	59.9%	62.0%	70.1%	65.2%	72.7%
	Female	40.1%	38.0%	29.9%	34.8%	27.3%
<b>RACE</b>	White	68.4%	71.8%	51.5%	60.9%	46.7%
	Black	30.0%	25.4%	42.6%	30.4%	48.9%
	Hispanic	0.3%	1.4%	2.9%	8.7%	0%
	Native American	0.4%	0%	0%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%	0%
	Other	0.8%	1.4%	2.9%	0%	4.4%
<b>MEAN AGE</b>				15.18	15.30	15.11
	0-17	10.7%	95.8%	100.0%	100.0%	100.0%
	18-49	84.7%	2.8%	0%	0%	0%
	50+	4.6%	1.4%	0%	0%	0%

## Sample Size: Total Agency

Information is based on the number of returned forms and the number of people served according to DMH billing records.

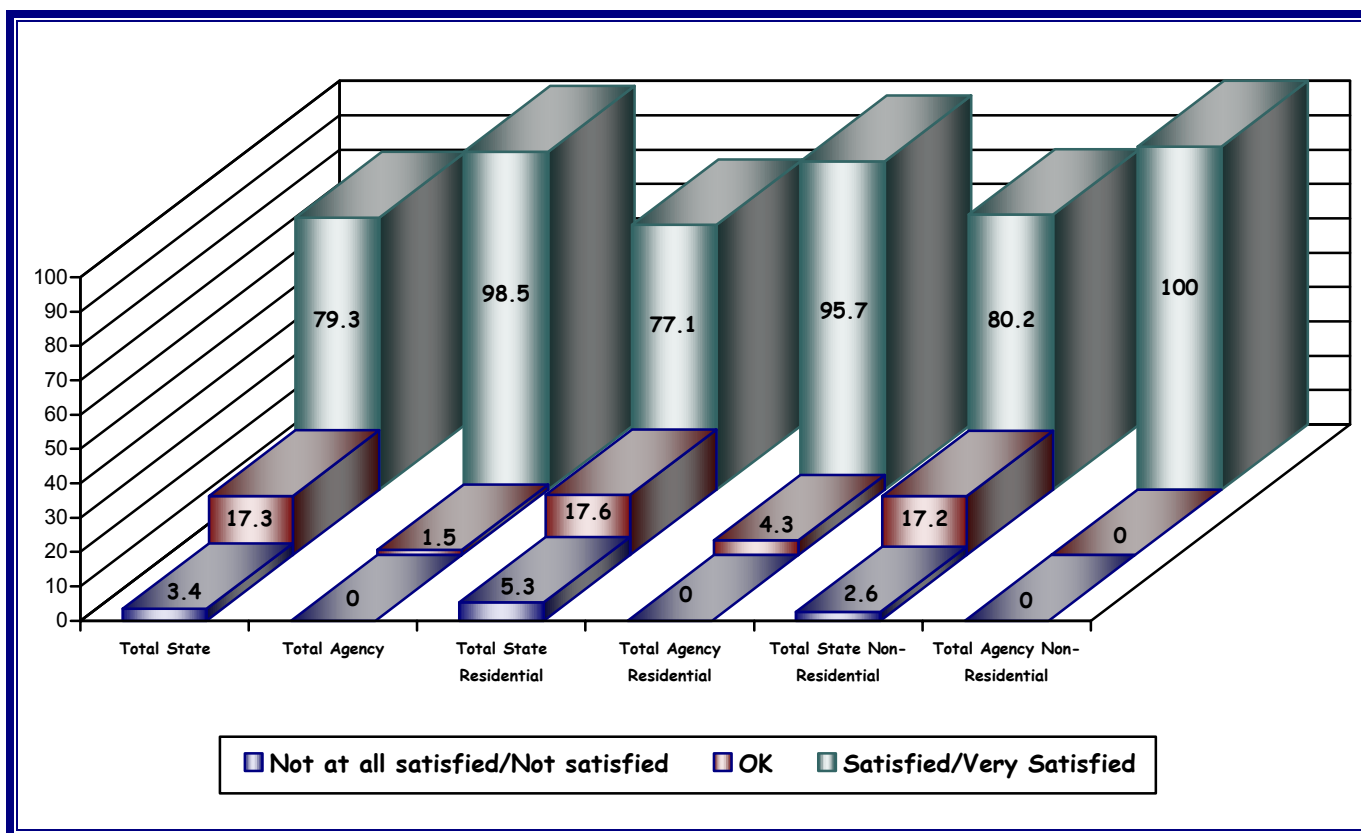
	Number Served April 2000	Number Forms Sent	Number Forms Returned	Percent of Served Returned	Percent of Forms Sent Returned
Total State	9142		1972	21.6%	
Total Agency	95		68	71.6%	
<b>RESIDENTIAL:</b>					
<b>CONSUMERS</b>					
Total State Residential	1446		562	38.9%	
Total Agency Residential	24		23	95.8%	
CSTAR Child/Adolescent	24		23	95.8%	
<b>FAMILY MEMBERS</b>					
CSTAR Child/Adolescent		55	21		38.2%
<b>NON-RESIDENTIAL:</b>					
<b>CONSUMERS</b>					
Total State Non-Residential	7696		1410	18.3%	
Total Agency Non-Residential	71		45	63.4%	
CSTAR Child/Adolescent	71		45	63.4%	
<b>FAMILY MEMBERS</b>					
CSTAR Child/Adolescent		155	50		32.3%

## Services for the Deaf or Hard of Hearing: Total Agency

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.

	Overall Totals		Total Residential		Total Non-Residential	
	State	Agency	State	Agency	State	Agency
1. Are you deaf or hard of hearing?	5.2%	0%	5.2%	0%	5.2%	0%
1(a). If yes, do you use sign language?	7.6%	0%	0%	0%	10.6%	0%
1(b). If yes, did this agency have signing staff?	17.0%	0%	13.3%	0%	18.4%	0%
2. Did this agency use interpreters?	8.3%	0%	9.4%	0%	7.9%	0%

## Overall Satisfaction with Services: Total Agency

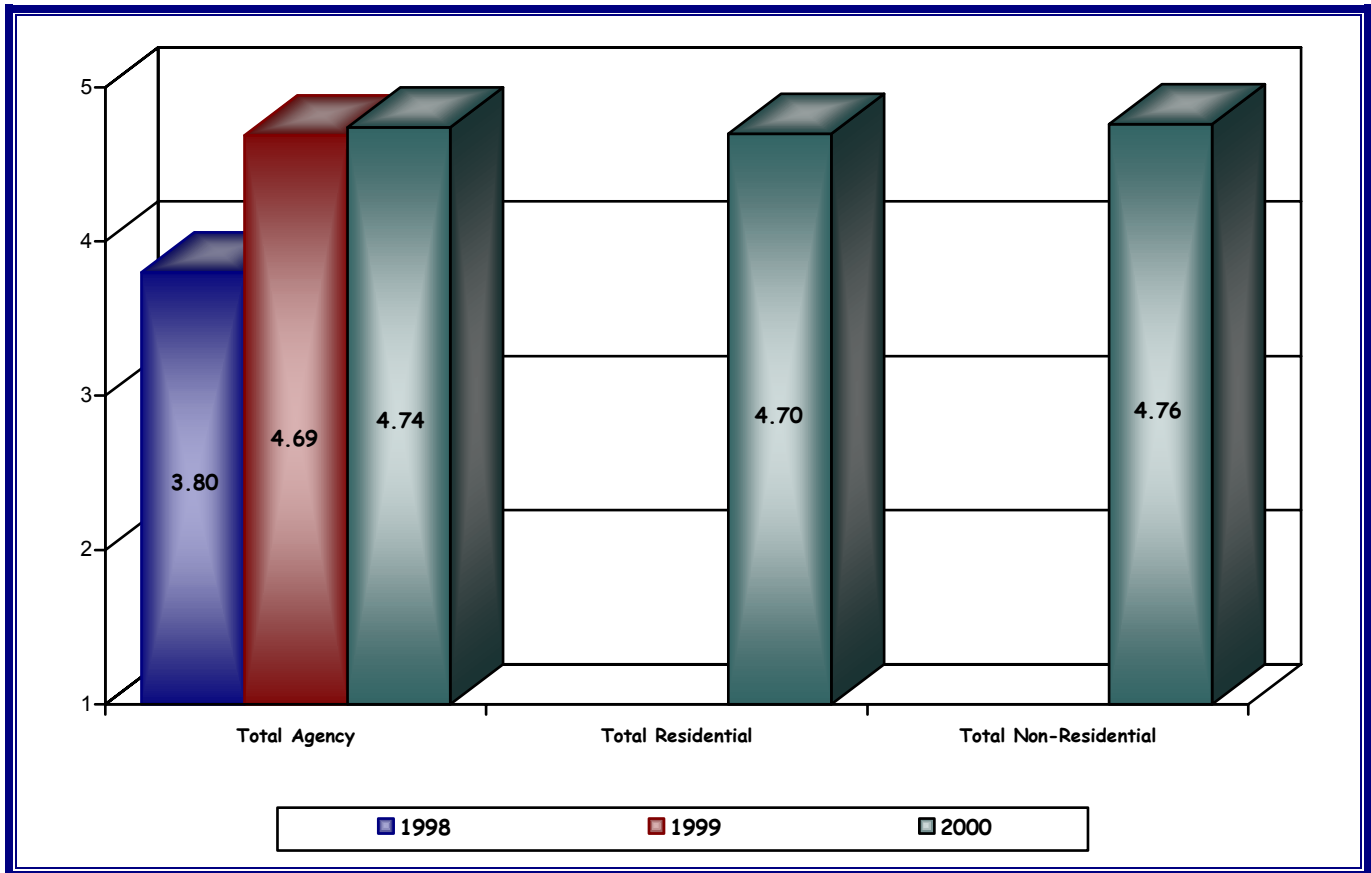


*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 79.3% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated it as "satisfied" or "very satisfied" was higher than the state average (98.5% for this agency versus 79.3% for the state).
- The total State Residential Program had a rating of 77.1% as "satisfied" or "very satisfied". This agency's Residential Program was rated higher, with a rating of 95.7%.
- The total State Non-Residential Program had a rating of 80.2% as "satisfied" or "very satisfied". This agency's Non-Residential Program was rated higher, with a rating of 100.0% "satisfied" or "very satisfied" with services.

## Service Means Comparison of 1998, 1999 & 2000: Total Agency



**Comparison of 1998, 1999 & 2000 Mean Ratings** *This was the first year the Satisfaction Survey was broken down to represent the Total Residential consumers separate from the Total Non-Residential consumers. Thus, there are no ratings from 1998 or 1999.*

Some of the key findings were:

- The mean satisfaction with services rating for this agency was 3.80 in 1998, 4.69 in 1999 and 4.74 in 2000.
- The mean satisfaction with services rating has steadily increased each year.

## Satisfaction with Services: Total Agency

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.22 (1915)	4.76 (68)	4.16 (546)	4.70 (23)	4.24 (1369)	4.80 (45)
with how much your staff know about how to get things done?	4.08 (1911)	4.69 (68)	4.00 (545)	4.65 (23)	4.11 (1366)	4.71 (45)
with how staff keep things about you and your life confidential?	4.21 (1919)	4.81 (68)	4.20 (548)	4.70 (23)	4.21 (1371)	4.87 (45)
that your treatment plan has what you want in it?	4.11 (1907)	4.62 (68)	4.10 (542)	4.61 (23)	4.12 (1365)	4.62 (45)
that your treatment plan is being followed by those who assist you?	4.16 (1898)	4.47 (68)	4.19 (543)	4.43 (23)	4.14 (1355)	4.49 (45)
that the agency staff respect your ethnic and cultural background?	4.29 (1876)	4.87 (68)	4.27 (530)	4.87 (23)	4.29 (1346)	4.87 (45)
with the services that you receive?	4.20 (1915)	4.74 (68)	4.14 (546)	4.70 (23)	4.23 (1369)	4.76 (45)
<b>Non-Residential Facilities Only:</b>						
that services are provided in a timely manner? (Non-Residential Only)	4.08 (1373)	4.60 (45)	- (0)	- (0)	4.08 (1373)	4.60 (45)
<b>Residential Facilities Only:</b>						
that the staff treats you with respect, courtesy, caring and kindness?	4.07 (548)	4.61 (23)	4.07 (548)	4.61 (23)	- (0)	- (0)
that the environment is clean and comfortable?	4.10 (547)	4.35 (23)	4.10 (547)	4.35 (23)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.51 (537)	3.96 (23)	3.51 (537)	3.96 (23)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	4.26 (23)	3.81 (528)	4.26 (23)	- (0)	- (0)
with the childcare provided by the agency?	3.98 (43)	- (0)	3.98 (43)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied). The ratings of this agency on those seven questions ranged from 4.47 to 4.87.
- The ratings of the Residential Program for this agency ranged from 3.96 to 4.87. The highest rated item was that agency staff respects the consumer's ethnic and cultural background and the lowest rated item was with opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this agency ranged from 4.49 to 4.87. The highest rated items were that staff keeps things about the consumer confidential and staff respects the consumer's ethnic and cultural background. The lowest rated item was with the treatment plan being followed by those who assist the consumer.

# Satisfaction with Quality of Life: Total Agency

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with how you spend your day?	3.69 (1904)	4.22 (68)	3.56 (544)	4.17 (23)	3.74 (1360)	4.24 (45)
with where you live?	3.77 (1885)	3.67 (64)	3.79 (541)	4.13 (23)	3.77 (1344)	3.41 (41)
with the amount of choices you have in your life?	3.63 (1917)	3.68 (66)	3.67 (544)	3.65 (23)	3.62 (1373)	3.70 (43)
with the opportunities/ chances you have to make friends?	3.82 (1907)	4.19 (67)	3.97 (544)	4.17 (23)	3.76 (1363)	4.20 (44)
with your general health care?	3.80 (1872)	4.43 (58)	3.82 (533)	4.62 (21)	3.80 (1339)	4.32 (37)
with what you do during your free time?	3.74 (1897)	4.22 (64)	3.60 (538)	3.96 (23)	3.79 (1359)	4.37 (41)
How safe do you feel . . .						
in this facility? ( <i>Residential Only</i> )	4.25 (547)	4.70 (23)	4.25 (547)	4.70 (23)	- (0)	- (0)
in your home?	4.26 (1897)	4.55 (67)	4.19 (530)	4.04 (23)	4.29 (1367)	4.82 (44)
in your neighborhood?	4.08 (1894)	4.39 (66)	3.96 (532)	3.78 (23)	4.12 (1362)	4.72 (43)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served by this agency were most satisfied with how safe they feel in their home or in the facility (means of 4.55 and 4.70, respectively) and least satisfied with where they live (mean of 3.67).
- The consumers in the Residential Program were most satisfied with how safe they feel in the facility (mean of 4.70) and least satisfied with the amount of choices they have in their lives (mean of 3.65).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.82) and least satisfied with where they live (mean of 3.41).



# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

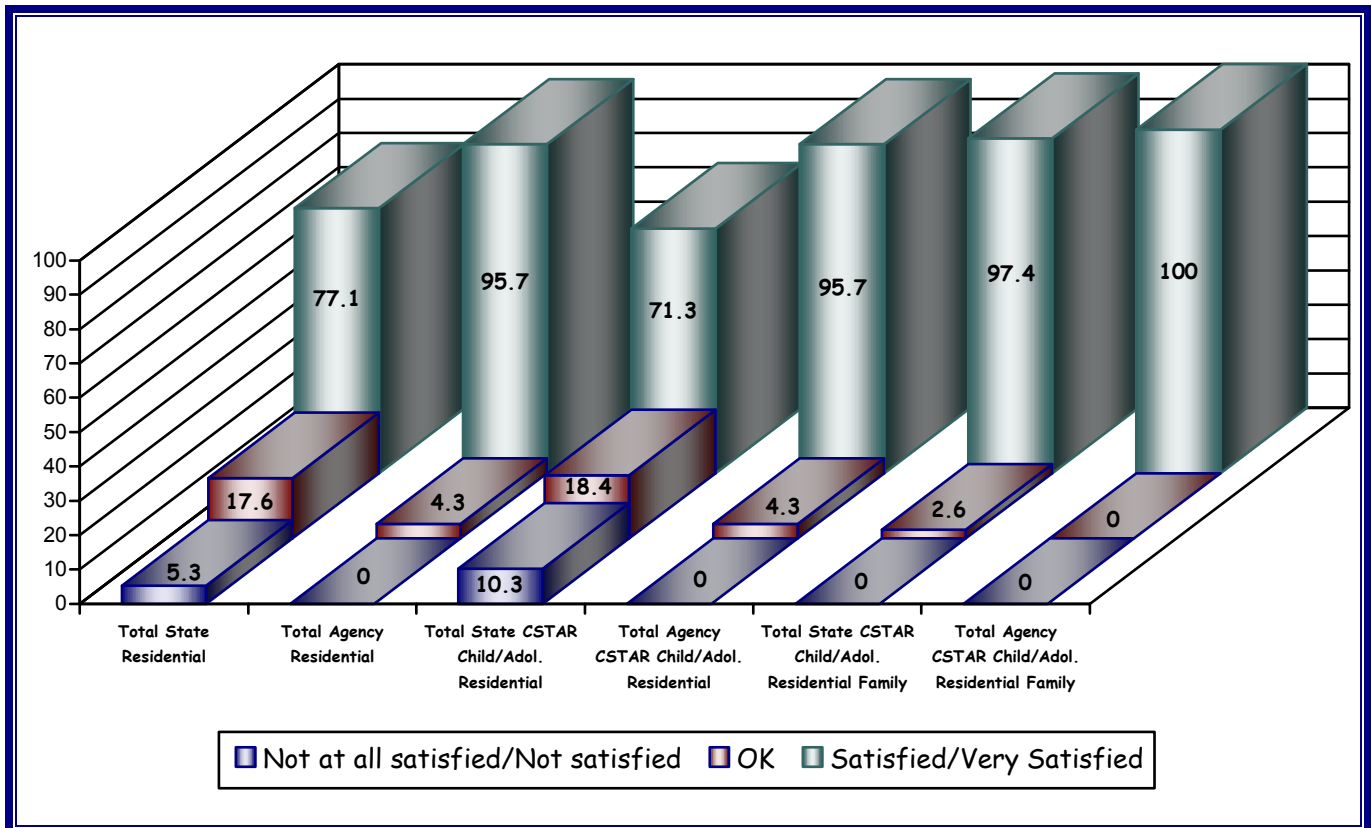
**Agency:** Scott Greening Center for Youth Dependency, Inc.

**Data:** Total Agency Residential

## Demographics: Residential

		Total Served		Agency Survey Returns		
		State	Agency	Total Consumers Residential	CSTAR Child/Adolescent	CSTAR Child/Adolescent Family
<b>SEX</b>	Male	62.9%	88.0%	65.2%	65.2%	66.7%
	Female	37.1%	12.0%	34.8%	34.8%	33.3%
<b>RACE</b>	White	69.9%	72.0%	60.9%	60.9%	60.0%
	Black	28.6%	28.0%	30.4%	30.4%	30.0%
	Hispanic	0.1%	0%	8.7%	8.7%	10.0%
	Native American	0.4%	0%	0%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%	0%
	Other	0.8%	0%	0%	0%	0%
<b>MEAN AGE</b>				15.30	15.30	15.43
	0-17	14.1%	100.0%	100.0%	100.0%	100.0%
	18-49	81.8%	0%	0%	0%	0%
	50+	4.1%	0%	0%	0%	0%

# Overall Satisfaction with Services: Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 77.1% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Residential Program who rated it as "satisfied" or "very satisfied" was higher than the state average (95.7% for this agency versus 77.1% for the state).
- Both the CSTAR Child/Adolescent Family Members and Consumers rated services highly (100.0 and 95.7%, respectively).

# Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Child/Adolescent Residential Consumers		CSTAR Child/Adolescent Residential Family	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.16 (546)	4.70 (23)	3.91 (87)	4.70 (23)	4.46 (39)	4.90 (21)
with how much your staff know about how to get things done?	4.00 (545)	4.65 (23)	3.87 (87)	4.65 (23)	4.41 (39)	4.86 (21)
with how staff keep things about you and your life confidential?	4.20 (548)	4.70 (23)	3.93 (86)	4.70 (23)	4.61 (38)	5.00 (21)
that your treatment plan has what you want in it?	4.10 (542)	4.61 (23)	3.94 (87)	4.61 (23)	4.37 (38)	4.76 (21)
that your treatment plan is being followed by those who assist you?	4.19 (543)	4.43 (23)	4.06 (87)	4.43 (23)	4.55 (38)	4.90 (21)
that the agency staff respect your ethnic and cultural background?	4.27 (530)	4.87 (23)	4.17 (86)	4.87 (23)	4.64 (39)	5.00 (21)
with the services that you receive?	4.14 (546)	4.70 (23)	3.97 (87)	4.70 (23)	4.62 (39)	4.95 (21)
that the staff treats you with respect, courtesy, caring and kindness?	4.07 (548)	4.61 (23)	3.80 (86)	4.61 (23)	4.64 (39)	5.00 (21)
that the environment is clean and comfortable?	4.10 (547)	4.35 (23)	3.92 (86)	4.35 (23)	4.56 (39)	4.86 (21)
with opportunities for exercise and relaxation?	3.51 (537)	3.96 (23)	3.52 (86)	3.96 (23)	4.38 (39)	4.81 (21)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	4.26 (23)	3.69 (87)	4.26 (23)	4.42 (38)	4.81 (21)
with the childcare provided by the agency?	3.98 (43)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only three ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Residential Program ranged from 3.96 to 4.87. The highest rated item for this agency was that the agency staff respects the consumer's ethnic and cultural background (mean of 4.87) and the lowest rated item was with opportunities for exercise and relaxation (mean of 3.96).

# Satisfaction with Quality of Life: Residential

	Total Residential Consumers		CSTAR Child/Adolescent Residential Consumers		CSTAR Child/Adolescent Residential Family	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.56 (544)	4.17 (23)	3.24 (87)	4.17 (23)	4.31 (39)	4.76 (21)
with where you live?	3.79 (541)	4.13 (23)	3.80 (87)	4.13 (23)	4.39 (38)	4.76 (21)
with the amount of choices you have in your life?	3.67 (544)	3.65 (23)	3.32 (87)	3.65 (23)	4.31 (39)	4.62 (21)
with the opportunities/chances you have to make friends?	3.97 (544)	4.17 (23)	3.92 (87)	4.17 (23)	4.26 (39)	4.52 (21)
with your general health care?	3.82 (533)	4.62 (21)	3.70 (81)	4.62 (21)	4.46 (39)	4.86 (21)
with what you do during your free time?	3.60 (538)	3.96 (23)	3.50 (86)	3.96 (23)	4.18 (38)	4.71 (21)
How safe do you feel . . .						
in this facility	4.25 (547)	4.70 (23)	4.12 (86)	4.70 (23)	4.66 (38)	4.90 (21)
in your home?	4.19 (530)	4.04 (23)	4.17 (87)	4.04 (23)	4.44 (39)	4.52 (21)
in your neighborhood?	3.96 (532)	3.78 (23)	3.91 (87)	3.78 (23)	4.10 (39)	4.10 (21)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program were most satisfied with how safe they feel in the facility (mean of 4.70) and least satisfied with what the amount of choices they have in their lives (mean of 3.65).

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

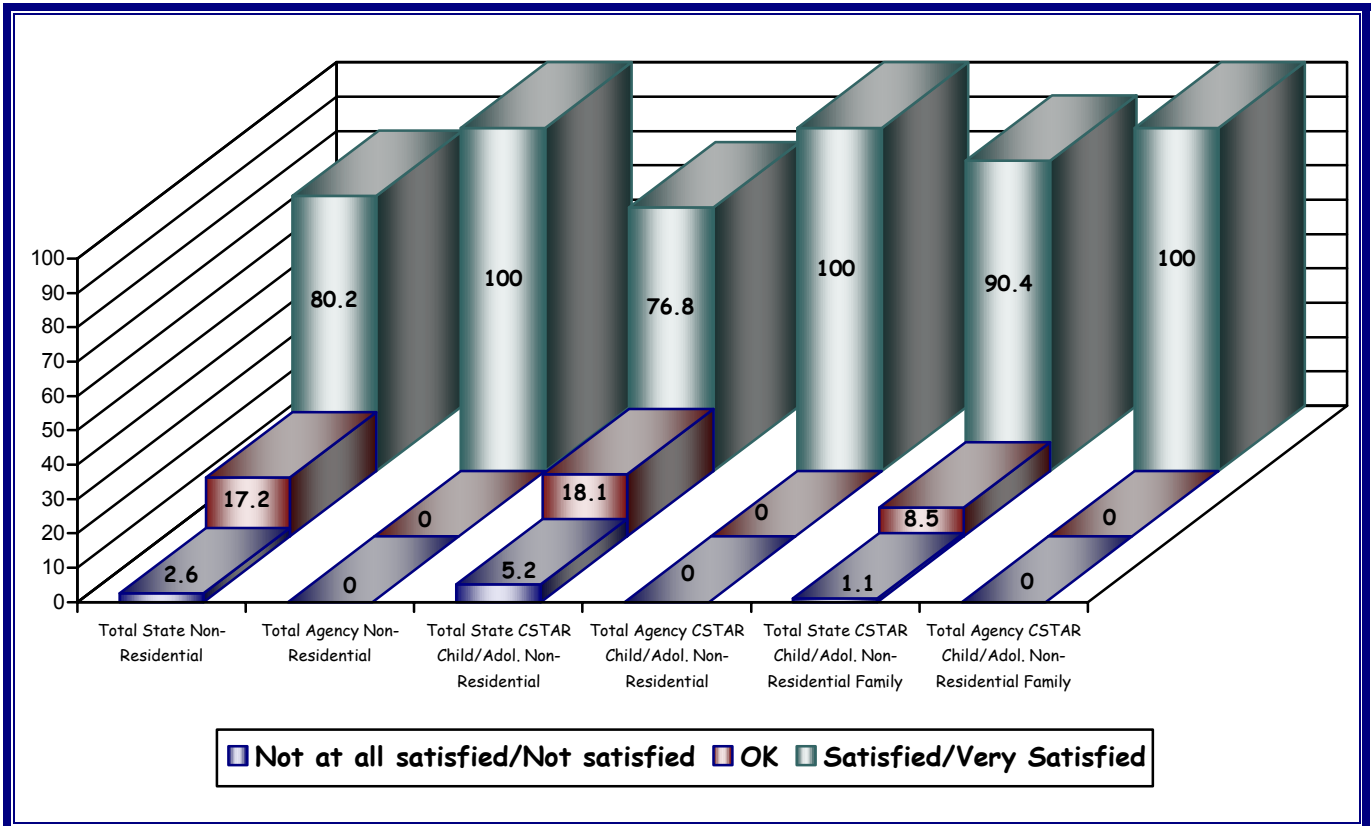
**Agency:** Scott Greening Center for Youth Dependency, Inc.

**Data:** Total Agency Non-Residential

## Demographics: Non-Residential

		Total Served		Agency Survey Returns		
		State	Agency	Total Consumers Non-Residential	CSTAR Child/Adolescent Non-Residential	CSTAR Child/Adolescent Non-Residential Family
<b>SEX</b>	Male	56.8%	62.0%	72.7%	72.7%	70.0%
	Female	43.2%	38.0%	27.3%	27.3%	30.0%
<b>RACE</b>	White	68.0%	71.8%	46.7%	46.7%	79.6%
	Black	30.4%	25.4%	48.9%	48.9%	16.3%
	Hispanic	0.3%	1.4%	0%	0%	2.0%
	Native American	0.4%	0%	0%	0%	0%
	Pacific Islander	0.1%	0%	0%	0%	0%
	Other	0.8%	1.4%	4.4%	4.4%	2.0%
<b>MEAN AGE</b>				15.11	15.11	15.04
	0-17	10.8%	95.8%	100.0%	100.0%	100.0%
	18-49	82.4%	2.8%	0%	0%	0%
	50+	6.7%	1.4%	0%	0%	0%

# Overall Satisfaction with Services: Non-Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Non-Residential Program who rated it as "satisfied" or "very satisfied" was higher than the state average (100.0% for this agency versus 80.2% for the state).

## Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Consumers		CSTAR Child/Adol. Non-Residential Family	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.24 (1369)	4.80 (45)	4.18 (156)	4.80 (45)	4.55 (94)	4.92 (49)
with how much your staff know about how to get things done?	4.11 (1366)	4.71 (45)	3.99 (155)	4.71 (45)	4.45 (94)	4.82 (49)
with how staff keep things about you and your life confidential?	4.21 (1371)	4.87 (45)	4.23 (154)	4.87 (45)	4.72 (93)	4.88 (49)
that your treatment plan has what you want in it?	4.12 (1365)	4.62 (45)	3.98 (157)	4.62 (45)	4.41 (94)	4.78 (49)
that your treatment plan is being followed by those who assist you?	4.14 (1355)	4.49 (45)	3.85 (156)	4.49 (45)	4.43 (94)	4.82 (49)
that the agency staff respect your ethnic and cultural background?	4.29 (1346)	4.87 (45)	4.33 (156)	4.87 (45)	4.62 (91)	4.92 (49)
with the services that you receive?	4.23 (1369)	4.76 (45)	4.10 (155)	4.76 (45)	4.50 (94)	4.82 (49)
that services are provided in a timely manner?	4.08 (1373)	4.60 (45)	4.00 (155)	4.60 (45)	4.46 (93)	4.82 (49)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Non-Residential Program ranged from 4.49 to 4.87. The highest rated items for this agency was with how staff keeps things about the consumer's life confidential and that the agency staff respects the consumer's ethnic and cultural background (means of 4.87). The lowest rated item was that the treatment plan is followed by those who assist the consumer (mean of 4.49).

## Satisfaction with Quality of Life: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Family	
	State	Agency	State	Agency	State	Agency
with how you spend your day?	3.74 (1360)	4.24 (45)	3.52 (153)	4.24 (45)	3.81 (91)	4.21 (48)
with where you live?	3.77 (1344)	3.41 (41)	3.60 (151)	3.41 (41)	4.07 (92)	4.08 (48)
with the amount of choices you have in your life?	3.62 (1373)	3.70 (43)	3.25 (155)	3.70 (43)	4.02 (92)	4.33 (48)
with the opportunities/chances you have to make friends?	3.76 (1363)	4.20 (44)	3.88 (155)	4.20 (44)	3.80 (92)	4.17 (48)
with your general health care?	3.80 (1339)	4.32 (37)	3.74 (139)	4.32 (37)	4.27 (91)	4.42 (48)
with what you do during your free time?	3.79 (1359)	4.37 (41)	3.91 (152)	4.37 (41)	3.87 (92)	4.25 (48)
<i>How safe do you feel...</i>						
in your home?	4.29 (1367)	4.82 (44)	4.55 (155)	4.82 (44)	4.58 (92)	4.67 (48)
in your neighborhood?	4.12 (1362)	4.72 (43)	4.47 (154)	4.72 (43)	4.42 (92)	4.63 (48)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

### Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program at this agency were most satisfied with how safe they feel in their home (mean of 4.82) and least satisfied with where they live (mean of 3.41).



